

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE****Submission for OMB Review; Comment Request**

The Corporation for National and Community Service (hereinafter the "Corporation") has submitted the following public information collection request (ICR) to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995 (Pub. L. 104-13, 44 U.S.C. Chapter 35). Copies of these individual ICRs, with applicable supporting documentation, may be obtained by calling the Corporation for National and Community Service, William Ward, (202) 606-5000, extension 375. Individuals who use a telecommunications device for the deaf (TTY-TDD) may call (202) 565-2799 between 8:30 a.m. and 5:00 p.m. Eastern time, Monday through Friday.

Comments should be sent to the Office of Information and Regulatory Affairs, Attn: OMB Desk Officer for the Corporation for National and Community Service, Office of Management and Budget, Room 10235, Washington, D.C. 20503, (202) 395-7316, within 30 days from the date of this publication in the **Federal Register**.

The OMB is particularly interested in comments which:

- Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the Corporation, including whether the information will have practical utility;
- Evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- Propose ways to enhance the quality, utility and clarity of the information to be collected; and
- Propose ways to minimize the burden of the collection of information to those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submissions of responses.

*Type of Review:* New approval.

*Agency:* Corporation for National and Community Service.

*Title:* Generic Customer Survey Clearance Request.

*OMB Number:* None.

*Agency Number:* None.

*Affected Public:* Current and future grantees and subgrantees of the

Corporation, members of the service programs operated by these grantees and subgrantees, and members of the communities receiving services from these service programs.

*Total Respondents:* 18,000.

*Frequency:* Annually.

*Estimated Time Per Respondent:* 30 minutes.

*Estimated Annual Reporting or Disclosure Burden:* 9,000 hours.

*Total Annualized Capital/startup costs:* None.

*Total Annualized Burden Costs:* None.

*Description:* The Corporation's annual performance plans for fiscal year 1999 and 2000 set performance goals for AmeriCorps, Learn and Serve America, and the National Senior Service Corps. Included in the plans for each program are two types of customer surveys. One type is the customer satisfaction survey. Our Fiscal 2000 Performance Plan provides this description:

Customer Satisfaction Surveys. The Corporation's programs have many customers: program participants, grantees, community residents receiving services, local and state governments, and others. Gathering their perspectives on how well the Corporation is meeting their needs is an essential part of its commitment to continuous quality improvement. Targeted customer satisfaction surveys will be conducted annually, emphasizing how well the Corporation goes about its business of serving direct customers: the grantees and program participants.

The information from these surveys will be used to refine and improve the management of our programs so that we can better serve our grantees, subgrantees, and the participants in the service programs they operate. Moreover, we will be reporting each year to Congress, the results of these surveys as part of our annual performance report. The Corporation's annual performance plan includes specific measures derived from the proposed customer satisfaction surveys.

The second type of customer survey covered under this request for clearance is the *community impact rating survey*. The Fiscal 2000 Performance Plan provides this description:

Community Impact Ratings. This method assesses the impact of national service programs on the communities and organizations in which members serve. This assessment, or rating, consists of a survey of important community representatives. These informants should have first-hand knowledge of the quality and impact of the service work performed by members of national service programs. Each local

program nominates a small number of community representatives. These representatives are not employees of the grantee or the local program. They could be professionals working in the same setting as national service participants. The local program will have the option of referring to a list of typical community institutions suggested by the Corporation they should try to include in their roster of nominees. The Corporation would build a roster from the list of nominees.

The Corporation is seeking approval to conduct a series of customer surveys under an internal clearance process requiring no more than 10 days. These surveys are required to fulfill the above stated requirements. Over the course of the next several months, we will be designing and implementing customer satisfaction surveys and community impact rating surveys for each of our program activities. These include: AmeriCorps (State and National, VISTA, and the National Civilian Community Corps), Learn and Serve America (K-12, Higher Education, and Community-based programs) and the National Senior Service Corps (Retired and Senior Volunteer Program, Foster Grandparent Program, and the Senior Companion Program). The results of these surveys will be reported in our annual performance reports to Congress, beginning in March 2000.

Dated: May 24, 1999.

**Thomas L. Bryant,**

*Associate General Counsel.*

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**DEPARTMENT OF DEFENSE****Defense Logistics Agency****Privacy Act of 1974; Computer Matching Program**

**AGENCY:** Defense Manpower Data Center, Defense Logistics Agency, DoD.  
**ACTION:** Notice of a computer matching program.

**SUMMARY:** Subsection (e)(12) of the Privacy Act of 1974, as amended, (5 U.S.C. 552a) requires agencies to publish advance notice of any proposed or revised computer matching program by the matching agency for public comment. The Department of Defense (DoD), as the matching agency under the Privacy Act, is hereby giving notice to the record subjects of a computer matching program between the Department of Education (ED) and the DoD that their records are being matched by computer. The record